

AT&T KANSAS GUIDEBOOK

PART 4 - Exchange Access Services
SECTION 1 - Exchange Service Areas

2nd Revised Sheet 1
Replacing 1st Revised Sheet 1

EXCHANGE ACCESS SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Business and Residence Exchange Access Service, all calling plans and services described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Descriptive Summary

The basic rate element for the local exchange service offered in this Guidebook is the exchange access line. The exchange access line is composed of the serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer premises, and the network interface. These facilities are provided and maintained by the Company and provide access to and from the telecommunications network for long-distance service and for local calling. The local calling option is selected by the customer as set forth in this Guidebook. The long-distance service option is selected by the customer as set forth in the Access Service Tariff and Part 9 of this Guidebook. (N)

B. General

1. This Guidebook applies to local exchange telephone services furnished or made available by the Company in the state of Kansas. Unless otherwise specified, the charges quoted are for periods of one month, are payable monthly in advance, and entitle the customer to exchange telephone service as described in this Guidebook.
2. The local exchange rates shown in this Guidebook are applied in accordance with the provisions of this Guidebook for services located within each exchange. The base rate area, isolated base rate area, exchange area, zone area and base rate area boundary descriptions for each exchange are hereby made part of this Guidebook.

C. Application Of Rates

1. Local exchange service rates are applicable within the base rate area and isolated base rate area as shown on the related base rate area boundary descriptions for the exchange or zone. Where local service is furnished outside the base rate area or isolated base rate area, urban mileage charges are applied as set forth in Part 4, Section 1.

2. Classification of Exchanges

Rates for local exchange service are based on the Rate Group assigned to the exchange. Rates for the various Rate Groups are shown in Part 4, Section 2.

3. Kansas Universal Service Fund (KUSF) Assessment

The Company will assess a fee to support the KUSF in accordance with regulations of the Kansas Corporation Commission.

EXCHANGE ACCESS SERVICE

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A. Exchange Rates1. Main Service^{/1/}

BUSINESS

<u>Group</u>	<u>Flat Rate 1-Party</u>	<u>Message Rate 1-Party^{/2/}</u>	<u>Information Terminal Service Each Term.^{/6/} /USOC: 1FA/</u>
1	\$2,774.00	\$2,774.00 ^{/3/}	\$2,774.00
2	2,774.00	2,774.00 ^{/3/}	2,774.00
3	2,774.00	2,774.00 ^{/3/}	2,774.00
4	2,774.00	2,774.00 ^{/3/}	2,774.00
5	2,774.00	2,774.00 ^{/4/}	2,774.00
6 & Tier I	2,774.00	2,774.00 ^{/4/}	2,774.00
Tier II	2,774.00	2,774.00 ^{/4/}	2,774.00
7	2,774.00	2,774.00 ^{/5/}	2,774.00
Tier I	2,774.00	2,774.00 ^{/5/}	2,774.00
Tier II	2,774.00	2,774.00 ^{/5/}	2,774.00
8	2,774.00	2,774.00 ^{/5/}	2,774.00
Tier I	2,774.00	2,774.00 ^{/5/}	2,774.00
Tier II	2,774.00	2,774.00 ^{/5/}	2,774.00
Basehor EAS to Kansas City Metropolitan	2,774.00	2,774.00 ^{/5/}	2,774.00

/1/ The rates for main service do not include a Company-provided instrument.

/2/ This service offering is subject to the availability of necessary facilities.

/3/ Includes allowance of 85 local messages; additional local messages are billed at \$.06 each.

/4/ Includes allowance of 95 local messages; additional local messages are billed at \$.06 each.

/5/ Includes allowance of 100 local messages; additional local messages are billed at \$.07 each.

/6/ Obsolete – Limited to existing installations at existing locations for existing customers.

FOREIGN SERVING OFFICE AND EXTENSION SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Foreign Serving Office and Extension Service described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

(N)

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A. General Regulations

1. Foreign serving office service is exchange service furnished to a customer in a multi-office exchange from a central office or zone other than the one which serves the area in which the customer is located. Extension service is exchange service furnished to a different premises location served from the same serving office that serves the main station location.
2. Such services are not in accord with the general plan of furnishing telephone service, and they will be furnished only under special conditions where the service is warranted by the circumstances involved. The Company does not obligate itself to furnish these services, particularly when it involves undue expense or impairment of the service furnished the general public.
3. These services are available only in connection with flat rate one-party line, multiline or private branch exchange service.
4. Foreign serving office and extension service are furnished subject to the exchange charges, rules and regulations of the foreign serving office.
5. Foreign Serving Office service is furnished to a maximum of two serving offices (in addition to the serving office in which the exchange service is furnished) within the exchange or metropolitan exchange in which the exchange service is furnished.

Service is furnished on the condition that additional costs to the Company may be necessary to provide a type of signaling suitable for operation with the serving office from which service is furnished, or to provide, at the customer's request, a type of signaling other than the type the Company would elect to furnish. In such cases, additional charges will apply.

Customers, for the exchange portion of the service, are subject to exchange charges.

Off-premises extensions are provided only where facilities and conditions permit. Local channel charges apply for off-premises extension.

6. Local channel charges apply to extension service.

FOREIGN EXCHANGE SERVICE

(including Plexar® Stations with Switching Equipment Located on Company Premises)

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Foreign Exchange Service described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

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A. General Regulations

1. Foreign exchange service is exchange service furnished to a customer from an intraLATA exchange other than the one in which he is located.
2. Such services are not in accord with the general plan of furnishing telephone service, and they will be furnished only under special conditions where the service is warranted by the circumstances involved. The Company does not obligate itself to furnish these services, particularly when it involves undue expense or impairment of the service furnished the general public.
3. Foreign Exchange is available only in connection with flat rate one-party line, multiline or flat rate trunk service. Foreign Exchange Service will be provided in connection with Hotel/Motel services only for the exclusive use of the Hotel/Motel management.
4. Exchange service is furnished subject to the exchange charges, rules and regulations of the foreign exchange from which they are furnished.
5. This service is furnished to a maximum of two exchanges (in addition to the exchange in which the exchange service is furnished). The exchange service connection is provided from one exchange only.
6. Service is furnished on the condition that additional costs to the Company may be necessary to provide a type of signaling suitable for operation with the exchange from which service is furnished, or to provide, at the customer's request, a type of signaling other than the type the Company would elect to furnish. In such cases, additional charges shall apply.
7. Customers, for the exchange portion of the service, are subject to exchange charges, rules, and regulations.
8. Off-premises extensions are provided only where facilities and conditions permit. Local Channel Charges apply for off-premises extensions.

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Business and Residence Exchange Access Service, all calling plans and services described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

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(N)**COMPLETELINK® 2.0****A. Description**

CompleteLink® 2.0 is an optional volume discount plan that provides business customers monthly discounts on selected eligible business services based on the customer's Minimum Annual Revenue Commitment (MARC). CompleteLink® 2.0 also provides a discounted rate on business local exchange access lines and on local toll calls. CompleteLink® 2.0 requires AT&T Kansas local exchange access and/or local usage service.

B. DefinitionsContributory Services

Those services whose revenue is counted towards achievement of the customer's selected MARC.

Eligible Services

Those services that are eligible for discounts based on achievement of a specified MARC.

Minimum Annual Revenue Commitment (MARC)

The minimum annual revenue commitment that the customer must commit to, per year, in order to receive the volume discount.

C. Terms and Conditions

1. A customer may subscribe to multiple CompleteLink® 2.0 agreements at the same time, as further defined in C.20, but a telephone number may only be included under one CompleteLink® 2.0 plan. See C.20 for additional information.
2. CompleteLink® 2.0 is limited to a maximum of 3,000 statewide BTN's (Billed Telephone Numbers) billed to the customer of record. For agreements established on or after October 1, 2009 CompleteLink 2.0 will be limited to a maximum of 1,000 BTN's per agreement in total billed to the customer of record.
3. CompleteLink® 2.0 discounts are not available on any local toll optional calling plans or eligible business services with existing term discounts except as noted elsewhere within this product Guidebook.
4. CompleteLink® 2.0 is offered under a one year, two year, three year^{/2/}, or five year^{/1/} term. Customers must select one of the offered MARC levels and must sign a Confirmation of Service Order to indicate their selections. A customer may increase their MARC level at any time without assessment of early termination charges. To increase a MARC, the customer must also commit to a new term. A decrease of the MARC level during the term is deemed to be a termination of the service and early termination charges as described in E. *Termination Charges and Credit Allowances*, following are applicable unless the customer qualifies for a Business Downturn MARC Downgrade as defined in E.

/1/ For new agreements established on or after October 10, 2012, the 5 year term agreement will no longer be available.

/2/ For agreements established on or after October 3, 2013, the 3 year term agreement will no longer be available.

PLEXAR®-II SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Plexar-II Service described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

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A. Descriptive Summary

Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Plexar II Service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. AT&T will renew Plexar II Service payment plans only for additional 12-month terms by written amendment. If a 12-month term is not signed upon expiration of the term, the month-to-month rate listed in the Guidebook will apply.

Plexar-II Service is a central office based business communications system, which may consist of any combination of Basic Stations, Integrated Services Digital Network Basic Rate Interface (ISDN BRI) Stations and Off-Premises Stations with no minimum or maximum station requirement. Plexar-II Service is provided through an arrangement of exchange access lines, Plexar stations and station line facilities, switching equipment, customer facility group, and other facilities located on the Company premises. A Plexar-II customer can control the number of simultaneous incoming and outgoing telephone calls through the quantity of Plexar-II exchange access lines to which they subscribe.

Plexar-II Service offers National ISDN capability via the Basic Rate Interface (BRI)^{/1/}. Each Plexar-II BRI Station may consist of two 64 kilobits per second (Kbps) B channels and one 16 Kbps D channel. One or both B channels may be configured for Circuit Switching, either voice or data. The D channel carries out of band signaling for the B channel(s). Plexar BRI service, when configured for Circuit Switching, provides access to and from the Public Switched Telephone Network (PSTN).

Integrated Service Digital Network (ISDN) is a set of standards for end-to-end digital voice and/or data transmission over the public switched network. These standards, defined by the International Telegraph and Telephone Consultative Committee (CCITT), are modified for North America in accord with recommendations of Telcordia.

B. General

Plexar-II rates and charges provide for Plexar-II stations including standard features, station line facilities (which include the outside plant facilities) and optional features. Plexar Exchange Access Line rates and charges apply as found in Part 4, Section 2.

/1/ Not available on stations associated with Access Advantage Plus as found in Part 6, Section 7.

PLEXAR®-CUSTOM SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Plexar®-Custom Service described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

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A. Descriptive Summary

Plexar-Custom service is a central office-based service. Two serving arrangements are available. They are:

Electronic Switching System (ESS) Arrangement

The ESS Arrangement for Plexar-Custom Service is a switched voice communications system which is provided by an arrangement of simulated exchange access lines, station lines, switching equipment, customer facility groups, and other facilities located on Company premises which utilizes ESS technology. This arrangement is based on the concept of simulated exchange access lines which allows a customer to specify a grade of service based on individual usage needs. The ESS Arrangement is based on individual customer pricing cost analysis with costing uniformity among similarly situated customers.

Specialized Arrangement

The Specialized Arrangement for Plexar-Custom Service is provided when the customer's requirements are not met with current ESS technology. This arrangement uses the concept of simulated exchange access lines which allows a customer to specify a grade of service based on individual usage needs. The Specialized Arrangement is based on individual customer pricing cost analysis with costing uniformity among similarly situated customers.

Both Plexar-Custom Service serving arrangements may be provided by utilizing existing Company facilities and equipment, construction of new facilities and the purchase of new central office equipment or any combination thereof. These arrangements will be provided only when in the judgment of the Company it is practicable and will not be detrimental to any other services furnished by the Company. The minimum station size for both service arrangements is 75 stations within any serving central office.

B. General Regulations

1. Each Plexar-Custom Service Specialized Arrangement is intended for use by the specific customer at the designated locations only. Major changes to the service arrangement made by the customer will require review by the Company which may result in a change of rates and charges.
2. On or prior to the expiration date of any Plexar-Custom service contract negotiated on or after August 1, 2012, the customer must elect one of the following options:
 - a. Negotiate and enter into a new contract mutually agreeable to the customer and the Company;
 - b. Continue to accept service which the Company will provide solely on a month-to-month basis, at the original contract rates plus an additional \$10.00 per station; or
 - c. Discontinue service.

If the customer makes no election, the Company will continue to provide service on a month-to-month basis, at the original contract rates plus an additional \$10.00 per station, until either a new contract is negotiated or service is discontinued.

PLEXAR®-I

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Plexar-I Service described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

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A. Descriptive Summary

Plexar-I is an optional communications system arrangement for business customers which combines two or more individual exchange access lines into a Plexar-I group. Plexar-I is provided subject to the capability of the central office.

Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Plexar I Service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. AT&T will renew Plexar I Service payment plans only for additional 12-month terms by written amendment. If a 12-month term is not signed upon expiration of the term, the month-to-month rate listed in the Guidebook will apply.

B. Rules and Regulations

1. In addition to the Plexar-I system charges and feature capability charge specified in the following, the rate for an Individual Flat Rate Line, Multi-Line, or Measured Business Exchange Access Line shall apply, as appropriate. Plexar-I lines can also be arranged for hunting, and the rates in Part 4, Section 2 shall apply, as appropriate. For Plexar I lines equipped with Access Advantage Plus service, the appropriate rate from Part 6, Section 7 will apply in lieu of the exchange access line charge.
2. Listings will be furnished in accordance with the regulations set forth in Part 12, Section 1.
3. The assignment of telephone numbers for Plexar-I shall be in accordance with 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2.
4. All Plexar-I lines will be equipped with the standard features specified in the following Feature Array, paragraph D. The only distinction in standard features between the Plexar-I System Charge and Standard Package 2 is that Standard Package 2 includes Code Access Calling.^{/1/}
5. Plexar-I lines and extensions may be terminated at one-customer premises, different premises--same central office, or different premises--different central office. Appropriate mileage charges, as specified in Part 4, Section 3 apply to Plexar-I.
6. Temporary suspension of service in accordance with Part 2, Section 4 will be provided.

^{/1/} Standard Package 2 is obsolete, as defined in Part 2, Section 1 (see *Obsolete*), available to existing customers. See paragraph D. for availability of 'Code Access Calling' to existing customers who subscribe to this feature.

PLEXAR® EXPRESS

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Plexar Express Service described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

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A. Descriptive Summary

Plexar Express is an optional central office based business communications system available to business customers. Plexar Express is provided through an arrangement of exchange access lines, Plexar Express stations and station line facilities, switching equipment, customer facility group and other facilities located on the Company premises. A Plexar Express customer can control the number of simultaneous incoming and outgoing telephone calls through the quantity of Plexar Express exchange access lines to which they subscribe.

Effective September 30, 2024, customers may not establish new term plans greater than 12 months for Plexar Express Service, and existing term plans greater than 12 months may not be renewed or extended for a term greater than 12 months. AT&T will renew Plexar Express Service payment plans only for additional 12-month terms by written amendment. If a 12-month term is not signed upon expiration of the term, the month-to-month rate listed in the Guidebook will apply.

B. General

1. Plexar Express rates and charges provide for Plexar Express stations, including standard features, station line facilities^{/1/} (which include the outside plant facilities), tie trunk terminations and optional features. Plexar Express Access Lines are billed at the recurring rate for a Plexar Exchange Access Line specified in Part 4, Section 2.
2. A Plexar Express system may consist of multiple customer premises locations when all Plexar Express stations are served by the same serving central office.

C. Feature ArrayStandard Features

The following standard features are available with each Plexar Express station subject to the serving central office capability:

Call Forwarding - Busy Line - All Calls

Automatically forwards incoming or station-to-station calls to a preselected telephone number when the called station is busy.

Call Forwarding - Don't Answer - All Calls

Automatically forwards incoming or station-to-station calls to a preselected telephone number when the called station does not answer after a predetermined number of ringing cycles.

Call Forwarding - Variable

Automatically forwards incoming calls to a station line within, as well as outside, the Plexar Express system.

Call Hold

Allows a Plexar Express station user to hold one call for any length of time, provided that neither party goes on-hook, through the use of a feature activation code that is dialed after a switchhook flash.

/1/ Station line facility rates specified in this offering are not applicable to stations associated with Access Advantage Plus as found in Part 6, Section 7.

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, services described in this Section that can be purchased with a Business Network Access Line or Trunk will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

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(N)**DID/AIOD SERVICE****Direct Inward Dialing Service to Customer Premises Located Switching Systems****A. General Regulations**

1. Direct Inward Dialing Service to customer-premise located switching systems is furnished subject to the availability of facilities and the availability of telephone numbers.
2. The service includes the central office switching equipment necessary for direct inward dialing from the exchange and long distance message telecommunications network directly to stations and attendant positions associated with customer-premises located switching systems.
3. The service must be provided on all lines in a trunk or Network Access Line group arranged for inward service.
4. The charges for the service, as provided in paragraph B. *Rates* following, are in addition to the applicable Network Access Line and connecting arrangement charges as provided in Part 2, Section 9.
5. Operational characteristics of interface signals between Company-provided connecting arrangements and the customer-provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.
6. The Company shall not be responsible to the customer or authorized user if changes in the protection criteria or in any of the facilities, operations, or procedures of the Company render any facilities provided by a customer or authorized user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
7. Direct Inward Dialing telephone numbers are normally provided on a consecutive number basis. DID numbers may be provided on a non-consecutive basis when such service provision is acceptable to the customer and the Company and, is within the normal limitations of the serving office. the Company retains its rights to the administration and use of telephone numbers as described in 'Rules and Regulations Applying to All Customer's Contracts' in Part 2, Section 2.
8. Listings will be provided in accordance with the regulations of Part 12, Section 1. Direct inward dialing numbers furnished herein are not entitled to free listings.
9. The customer-premises-located switching equipment must be arranged to provide for intercepting of unused numbers transmitted to the switching equipment.
10. The rates and charges for the service contemplate the use of standard Company equipment and serving arrangements.
11. Note that special steps are required for PBX customers to have 911 service features consistent with those provided to other end users in the same 911 service area. Automatic Number Identification, Automatic Location Identification and/or Selective Routing are only available through coordination with the governmental agency responsible for 911 service within the area served by the PBX in accordance with the provisions of 'Universal Emergency Number Service (911))' as described in Part 8, Section 3.

AREAWIDE NETWORKING

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, AreaWide Networking described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

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A. Descriptive Summary

AreaWide Networking (AWN) is a service that improves the interlocation networking capabilities of subscribers connected to Company central offices. AWN allows a subscriber having multiple locations and/or multiple telecommunication systems to establish a uniform dialing environment and/or remote access to network facilities.

AWN uses the public switched network to provide capabilities and features typical of a virtual private network. Interlocation transport through the public network and/or private dedicated facilities is provided to end-users with a Plexar®, Private Branch Exchange (PBX), key system or an individual exchange access line. AWN has available three types of standard service: a Dialing Plan Service option, a Remote Access to Facilities option and an Access Path Dialing Plan Service option. These service options can be purchased where Company facilities and equipment are available.

AWN requires that customers subscribe to the basic Company exchange services (i.e., Digital Loop Service, SuperTrunk option of Digital Loop Service, Plexar, single business line, etc.) in addition to the AWN service, in order to provide the networking capabilities described above.

B. General Regulations

This service shall not be shared or jointly used except as specified in Part 8, Section 8 (Shared Use Service) or Part 2, Section 2 (Shared Tenant Service). Regulations applicable to the prohibition of the resale of Local Exchange Service as specified in 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2 shall also apply to the provision of AWN.

C. Service Availability

AreaWide Networking service will be provided within a Local Access and Transport Area (LATA), where facilities and equipment are available. The subscriber is responsible for designating Primary Interexchange Carrier(s) (PICs) for applicable AreaWide Networking calls. This section does not create an obligation for the Company to construct such facilities or equipment for this service.

D. Standard Service Option I - Dialing Plan Service

Dialing Plan Service enables the AreaWide Networking subscriber to provide an abbreviated and customized dialing plan for intra and interlocation calls and provides a platform on which to add an array of optional features. Dialing Plan numbers may consist of Plexar®, exchange access lines (not connected to a PBX or other customer-provided equipment), or PBX/Key system stations that have access to a Dialing Plan. The public switched network is used to complete calls between AreaWide Networking-equipped station users of the same customer that are served by different telecommunications systems (i.e., Plexar, PBX, etc.).

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, services described in this Section that can be purchased with a Business Network Access Line or Trunk will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

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(N)**PUBLIC RESPONSE CALLING SERVICE****A. General**

In addition to the applicable terms and conditions in other sections of this Guidebook, the following terms and conditions apply specifically to Public Response Calling Service:

1. Public Response Calling Service is a service which provides facilities for call-in programs such as opinion surveys, question and answer programs, contests, etc., which are publicly advertised with the objective of getting the public to respond by calling the advertised telephone number.
2. This service is offered to customers in the Topeka, Wichita, and Kansas City (including optional Kansas City service in the Basehor Exchange) metropolitan exchanges at the rate stated in paragraph 18.2 following. This service may also be offered at the Company's discretion to customers in exchanges which have two-way Extended Area Service with Topeka, Wichita, or Kansas City.
3. A central office prefix specified by the Company will be used to provide Public Response Calling Service. Customers who subscribe to this service will be required to change from the telephone number formerly used for their call-in program to a number with the specified central office prefix.
4. For the customers specified in paragraph B, following, the service is provided only from the Central Zones of the Kansas City, Topeka, and Wichita metropolitan exchanges.
5. Public Response Calling Service shall not be used for the transmission of prerecorded announcements.
6. Public Response Calling Service is provided only for receiving calls. However, upon customer request, two-way capability may be provided in cases where the Company determines that it will not be detrimental to the network.
7. In order to provide satisfactory service to the general public, customers with service other than Public Response Calling Service, who publicly advertise call-in programs which, in any given hour, have more than 15% of the calls to the call-in program reach a busy signal, and who intend to continue to publicly advertise call-in programs, must subscribe to Public Response Calling Service. The Public Response Calling Service subscriber may not publicly advertise any other telephone number associated with that call-in program.

NON-EMERGENCY 311 SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Non-Emergency 311 Service described in this Section will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

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A. General

Non-Emergency 311 Service (NE 311) is a local telephone exchange communications service which allows telephone customers to reach non-emergency local government services by dialing an abbreviated telephone number, three-one-one (311). NE 311 traffic is routed over the public switched network to a call center designated by the NE 311 customer.

The FCC reserved the abbreviated telephone number 311 for non-emergency access to public services. NE 311 Service is an optional service which may be purchased by a local municipality, a council of governments, a communication district, or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service.

NE 311 Service is offered subject to the availability of facilities.

B. Regulations

1. A minimum service period of one month applies to this service.
2. Only calls originating within a NE 311 customer's area of jurisdiction (the "NE 311 Service Area") will be routed to a call center. Other customers will receive a recorded message that the call cannot be completed as dialed.
3. There can be only one NE 311 customer in each geographic area; NE 311 service areas may not overlap. This assures that NE 311 calls from a telephone line within a NE 311 service area can be routed to a unique NE 311 call center.
4. NE 311 is a local service. Each NE 311 call must route to a local telephone number. NE 311 calls are not permitted where local calling is restricted (e.g., prisons, or lines that may only dial 911).
5. The Company's network will correctly route Telephone Text (TTY) calls to the appropriate NE 311 Call Center. The NE 311 customer is responsible for operating the appropriate customer premises to handle TTY calls.
6. The Company will route NE 311 calls originating from both end-users on the Company's local exchange network whether they purchase service directly from the Company or from another LEC reselling the Company's service. Otherwise, the Company is not responsible for establishing NE 311 Service for calls originating from other telecommunications providers.
7. NE 311 Service is provided solely for the benefit of the customer; the provision of such service shall not be interpreted, construed or regarded as being for the benefit of or creating any obligation toward or any right of action on behalf of, any third person or other legal entity.
8. The Company will make every effort to route NE 311 calls to the appropriate calling center; however, the Company will not be held responsible for routing mistakes or errors.
9. NE 311 Service will not complete calls dialed using the 0-311 or 1-311 dialing pattern.
10. The rules and regulations specified in 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2 apply to NE 311.

CUSTOM CALLING SERVICES^{/1/}

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Custom Calling Services described in this Section that can be purchased with a Business Network Access Line or Trunk will no longer be available for purchase by new customers or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

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(N)**A. General Regulations**

1. Custom Calling Services are optional telephone services individually described in Sections 1 through 5, which allow customers to efficiently manage the call flow generated over their local exchange access line(s).
2. Custom Calling Services are available to residence and business customers and are subject to availability of facilities, technology, and compatibility with customer access line, associated service(s) and premises equipment.
3. Custom Calling Services are not available to Plexar®, Payphone Exchange Access Service or DigiLine® subscribers unless otherwise specified in Sections 1 through 5 following. Additional service restrictions and hunting limitations may also apply to specific services as specified in this Part.
4. When multiple services are activated on the same line, certain services may take precedence over others.
5. Other facilities, miscellaneous and supplemental equipment requested by customers and not detrimental to any service of the Company will be furnished in accordance with regulations and at the rates specified in the applicable sections of this Guidebook.
6. Additional regulations specific to each Custom Calling Service are included in the individual service descriptions as set forth in this Part.

/1/ Custom Calling Services are also known as Custom Calling Features.

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, all Services described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

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(N)

ADVANCED CUSTOM CALLING FEATURES

A. General Regulations

1. Auto Redial, Call Blocker, Call Return, Call Trace, Priority Call, Selective Call Forwarding, Caller ID-Calling Number Delivery and Calling Name Delivery are functional when both the call originating customer and the call terminating customer are served from central offices capable of sending and receiving the calling name and number and are linked by appropriate facilities.
2. A monthly rate will apply, as appropriate, to all Custom Calling Services, which are subscribed to on a monthly subscription basis, including Call Trace, which will also bill a successful activation charge. Auto Redial and Call Return, when subscribed to on a usage-sensitive basis, will only be subject to the appropriate activation charge, per occurrence.

B. Feature Descriptions

Anonymous Call Rejection^{/1/} (ACR)

Allows customers to automatically reject calls that have been marked anonymous (refer to call blocking information in paragraphs, following) by the calling party. When ACR is active, the called party receives no alerting (ringing) for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.

Auto Redial

Enables the customer to redial automatically the last outgoing telephone number. If that telephone number is busy, the Company's equipment will keep trying to call the number for a maximum of thirty (30) minutes beginning with the customer's activation of Auto Redial, in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed.

Call Blocker

Enables the customer to block calls from preselected telephone numbers (quantity varies by technology) and/or the last incoming call (without knowing the number). To block specified telephone numbers, the customer builds a screening list. To block an unknown number after receiving a call, the customer enters a code to add the number to their screening list. If facilities are unavailable to provide incoming call screening via the customer's list, standard call completion will occur. Customers whose telephone numbers are blocked are directed to a Company recorded announcement.

Call Return

Enables the customer to redial automatically the last incoming telephone number. If that telephone number is busy, the Company's equipment will keep trying to call the number for a maximum of thirty (30) minutes beginning with the customer's activation of Call Return in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed.

/1/ This service is obsolete for business customers as of October 31, 2012, except for existing business customers at existing locations who subscribed to the service prior to October 31, 2012.

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, all Services described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

(N)
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(N)**COMPLEMENTARY NETWORK SERVICES****A. Descriptions**Call Forwarding-Busy Line^{/1/}

Allows incoming calls that encounter a busy condition to be forwarded to a predesignated telephone number within the exchange or on the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Call Forwarding equipped telephone line and the line to which the call is being forwarded. The transmission may not meet normal standards depending on the distance and routing necessary.

Call Forwarding-Don't Answer^{/1/}

Allows incoming calls which are not answered after a predetermined number of rings to be automatically forwarded to a predesignated telephone number within the exchange or on the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Call Forwarding equipped telephone line and the line to which the call is being forwarded. The transmission may not meet normal standards depending on the distance and routing necessary.

B. Prices^{/4/}

<u>Service</u>	<u>USOC</u>	<u>Monthly Rate</u>	
		<u>Residence</u>	<u>Business</u>
Call Forwarding-Busy Line ^{/2, 3/}	EVB	\$1.00	\$12.52
Call Forwarding-Don't Answer ^{/2, 3/}	EVD	1.00	12.52
Call Forwarding-Busy Line/Don't Answer ^{/2/}	E5E	1.00	16.70

/1/ Customers ordering Call Forwarding-Busy Line, Call Forwarding-Don't Answer, or Call Forwarding-Busy Line/Don't Answer will not be billed the Service Connection Charge if their local exchange access line is also equipped with a package of services.

/2/ Existing or new business customers who subscribe to a new term for Custom BizSaver II, SimpleLink Enhanced, CompleteLink 2.0, or Business Access Line Term Volume Discount will receive these services for \$2.00 per month for the duration of the contract term, as well as a waiver of associated Service Connection charges for the service(s).

/3/ A Service Connection Charge will apply per line when the forwarded-to number associated with Call Forwarding-Busy Line or Call Forwarding-Don't Answer is changed at the customer's request. When the customer changes the designated number of rings, a Service Connection Charge will not apply.

/4/ See Part 3, Section 1, for application of Service Connection Charges.

COMPLETE CHOICE® ENHANCED

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Complete Choice described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

(N)

(N)

A. Description

Complete Choice Enhanced is a collection of services that includes an exchange access line and the Custom Calling Services listed below. It is available to residence customers only.

Residential customers who subscribe to Complete Choice Enhanced will receive a discounted rate on their total monthly recurring bill for Complete Choice Enhanced where the following Custom Calling Services are purchased as a monthly subscription only:

Calling Name and Number Delivery (Caller ID)
3-Way Calling
Call Waiting
Call Waiting ID
Call Forwarding
Call Blocker
Speed Dial 8
Call Return
Priority Call
Selective Call forwarding
Call Forwarding-Busy Line/Don't Answer & Star Code Access to Voice Mail

Caller ID, Call Waiting and/or Call Waiting ID may be de-selected from Complete Choice Enhanced at the customer's option. Any or all of these features may be added back to the package at the customer's request. No adjustment is made to the package price whether any of these features are included or excluded from within the package.

Call Forwarding-Busy Line/Don't Answer may be de-selected and no adjustment will be made to the package price. Nonrecurring installation charges do not apply if these services are de-selected or re-selected after the original package subscription.

HOT LINE^{1, 3/}

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Hot Line described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

(N)

(N)

A. Description of Service

1. HOT LINE provides an access line the capability to automatically originate a call to a pre-assigned number. The call is immediately and automatically triggered by an off-hook condition. Incoming calls are received normally. HOT LINE is available only where facilities permit.

B. Rates and Charges

The following rates and charges apply in addition to the established rates and charges for the access line and any other associated services.

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>Service Connection Charge^{/2/}</u>
Hot Line	HLA	\$1,156.00	\$50.00	\$5.00

/1/ Coin and multi-line hunt lines are excluded from employing the Hot Line features.

/2/ The Service Connection Charge of \$5.00 will be applied for any subsequent change in the called number.

/3/ Effective December 1, 2015, Hot Line and Warm Line are no longer available to residence customers.

EXCHANGE INTERCONNECTION SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Exchange Interconnection Service will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

(N)

(N)

A. Descriptive Summary

Exchange Interconnection Service provides for the availability and use of specific Company provided facilities in the provisioning of discretionary business services by, but not limited to, Enhanced Service Providers (ESPs) hereafter referred to as customers.

B. General Regulations

1. These regulations and rates are in addition to the regulations and rates specified elsewhere in this Guidebook where referenced. Failure to observe these rules and regulations gives the Company the right to discontinue the service.
2. The services in this section cannot be used by the customer to provide MTS, WATS, MTS-like or WATS-like services to its patrons.

C. Service Description

1. Exchange Interconnection Service is provided to customers in the form of the Local Serving Arrangement (LSA) and Optional Service Features (OSFs).
2. The LSA forms the local access arrangement that provides the customer access to the exchange network. It is a prerequisite to ordering any of the OSFs which are provided in this guidebook. Each LSA consists of three (3) components: Access Link, Features/Functions and Transport.
3. The OSFs offer the customer basic options that facilitate the customer's opportunity to offer enhanced services to its patrons in a flexible manner.

D. DefinitionsAccess Link

The local loop facilities from the customer's premises to the first point of termination at the customer's serving central office.

Channel Interconnections

Central office equipment that connects an individual multiplexed channel to a switch termination.

Switch Termination

Central office equipment and wiring that connects an access link or channel interconnection to the central office switch.

Dial Tone Office

The central office providing the Local Serving Arrangement.

Multiplexed Arrangement

Central office equipment that combines individual channels together for transport over a single communications facility.

TOLL RESTRICTION

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Toll Restriction described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

(N)

(N)

A. Descriptive Summary

Toll Restriction is a central office service that restricts long-distance calling. Restricted calls are directed to a central office announcement. Toll Restriction is activated when a dialed number is preceded by a one or a zero or made to directory assistance. However, calls to Inward WATS services are not restricted, and where facilities permit, one-plus calls to Company business offices and repair services are not restricted.

B. Regulations

1. All calls to operator services and directory assistance services are disallowed for both residence and business customers.
2. Toll Restriction is provided in conjunction with one-party flat rate business and residence local exchange service.
3. The minimum contract period for this feature is one month.
4. Toll Restriction is furnished subject to the capability of the central office.
5. The customer indemnifies and saves harmless the Company from any and all claims, losses and damages caused by this restriction of the customer's long-distance calling. See 'Rules and Regulations Applying to All Customers' Contracts' in Part 2, Section 2.

C. Rates

The following rates and charges apply in addition to the established rates and charges for the services with which this feature is associated.

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>
Toll Restriction,				
per Residence line equipped	DH2	\$3.45	\$3.00	\$12.00
per Business line equipped	DH2	17.55	3.00	12.00

900 CALL RESTRICTION

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, 900 Call Restriction described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

(N)

(N)

A. Regulations

1. 900 Call Restriction is a central office service which allows customers to restrict certain types of outgoing calls from being placed over their exchange access lines. 900 Call Restriction is activated when a dialed number is preceded by a 900 prefix. Restricted calls are directed to a central office announcement.
2. 900 Call Restriction will be provided in conjunction only with residence and business one party flat rate and message rate local exchange services, including Plexar®. 900 Call Restriction will be furnished only from central offices where capacities permit.
3. The minimum contract period for this service is one month.

B. Rates

The following rates and charges apply in addition to the established rates and charges for the services with which this service is associated.

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u>
900 Call Restriction,				
per Residence line equipped	CREXK	No Charge	No Charge	No Charge
per Business line equipped ^{/1,2/}	CREXK	No Charge	\$11.50	\$12.00

/1/ Applies per Main Station for Plexar.

/2/ The installation charge and the service connection charge will be waived for business customers for a period of 60 days following the establishment of service with the Company.

UNIVERSAL EMERGENCY NUMBER SERVICE (911)

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Universal Emergency Number Service (911) described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

(N)
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(N)**A. Descriptive Summary**

1. Universal Emergency Number Service, also referred to as 911 Service is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive and answer telephone calls placed by dialing number 911, and includes the service provided by the lines and equipment associated with the service arrangement for the answering, transferring and dispatching of public emergency telephone calls dialed to 911.
2. 911 Services are offered subject to availability of facilities.
3. The customer for Universal Emergency Number Service may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated, which is legally authorized to subscribe to the service and which has public safety responsibility by law to respond to telephone calls from the public for emergency police and fire fighting service within the telephone central office areas arranged for 911 calling.
4. Three types of 911 Service are offered: B911, D911 and E911. In addition, the Company offers Private Switch 911 (PS 911) Service (found at the end of this Section) as an option available in areas where the 911 customer has subscribed to D911 or E911.

PRIVATE SWITCH 911 SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Private Switch 911 Service will no longer be available for purchase by new or existing customers. In addition, requests to move, add, change, or renew existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rates until the service is discontinued.

(N)
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(N)**A. Descriptive Summary**

1. Private Switch 911 Service (PS 911) is a service offering which allows a Public Safety Answering Point (PSAP) to receive either (1) Automatic Number Identification (ANI) or (2) a combination of ANI and Automatic Location Identification (ALI) information on 911 calls originating from Direct Inward Dialing (DID) stations served by a private switch.
2. The ANI-only option is available if the 911 customer's system is equipped with the ANI feature and if the private switch is equipped to send properly formatted ANI information to the Local Exchange Carrier (LEC) on 911 calls.
3. The option which provides ANI and ALI is available if (1) the Private Switch Provider (PSP) arranges to provide and update number, name, and location information for each DID station served by the private switch in the format required for the Company's data base; (2) the private switch sends ANI to the Company on 911 calls; and (3) the PSAP is equipped to provide 911 service with the ALI feature.
4. Service availability is dependent upon the type and configuration of the 911 system in place for the service area. If the 911 system design uses a Control Office, then facilities are required between the private switch and the Control Office. If the 911 system design does not include a Control Office, then facilities are required between the private switch and the PSAP. In all cases, except as specified below in this paragraph, a minimum of two dedicated 911 facilities are required from the private switch. Rates and charges for facilities are provided in paragraph D.1. In instances where Inform 911 is utilized (as defined under Primary Rate ISDN: SmartTrunk® in Part 17, Section 2 (see *Rate and Charge Schedule*), the private switch facilities will connect to the local serving end office. Existing 911 end office facilities will route the 911 traffic to the 911 Control Office which will then forward the call to the PSAP.
5. The PS 911 customer must be either:
 - An E911 or D911 customer as described in A.3. under 'Universal Emergency Number Service (911)' described earlier in this Section, or
 - A Private Switch Provider authorized by the 911 customer to subscribe to PS 911 Service within the 911 customer's serving area.
6. The Private Switch Providers referred to in this offering might include such organizations as businesses, schools, nursing homes, hospitals, planned communities, and shared tenant service (STS) providers.

WIRELESS 911 (W911) SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Wireless 911 (W911) Service will no longer be available for purchase by new or existing customers. In addition, requests to move, add, change, or renew existing service arrangements will not be accepted. Following the expiration of a customer's existing term agreement, service will be provided on a month-to-month basis at the applicable Monthly rates until the service is discontinued.

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(N)**A. Description of Service**

W911 Service is a service available to existing E911 customers which routes wireless calls to specific Public Safety Answering Points (PSAPs) and provides a Mobile Directory Number (MDN) for callback information and appropriate caller location information to support the Federal Communications Commission's (FCC) Phase I and Phase II requirements established in CC Docket No. 94-102.

1. This service will support the following wireless E911 design solutions:
 Call Path Associated Signaling (CAS)^{1,2/}
 Non-Call Path Associated Signaling (NCAS)
 - Third-party NCAS
 - The Company's NCAS
 - Hybrid^{1/}
2. The W911 customer may be a municipality or other state or local government unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated.

B. Explanation of Terms911 Selective Router

A central office providing tandem switching capability for 911 calls. It controls switching of Automatic Number Identification (ANI) information to the PSAP and also provides the Selective Routing function capability and certain maintenance functions for each PSAP.

911 Tandem to 911 Tandem Transfer

The ability to transfer a 911 call from a PSAP served by one 911 Tandem (a.k.a. Selective Router) to a PSAP served by a different 911 Tandem.

Billing Unit

A billing unit represents each 1000 in population for the area being served by W911 PSAP. The population for the W911 customer will be divided by 1,000 to determine the total number of billing units for the W911 customer.

Call Path Associated Signaling (CAS)

A wireless 911 solution set that utilizes the voice transmission path to also deliver the Mobile Directory Number and the caller's location to the Public Safety Answering Point (PSAP).

Emergency Services Routing Digits (ESRD)

A 10-digit number that is used to identify the cell site/sector serving the caller. The selective router uses the ESRD to selectively route the call to the designated PSAP.

- /1/ The customer provided interface with the selective router must meet the requirements of the National Emergency Number Association (NENA) specification 03-002: "NENA Recommendation for the Implementation of Enhanced MF Signaling, E9-1-1 tandem to PSAP".
- /2/ The CAS solution does not support Phase II and customers that utilize CAS for Phase I will be required to migrate to NCAS or Hybrid solutions for Phase II implementation.

TELECOMMUNICATIONS SERVICE PRIORITY SYSTEM

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Telecommunications Service Priority System described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

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The priority provisioning and restoration of services offered under this guidebook relative to the National Security Emergency Preparedness (NSEP) Telecommunications Service Priority (TSP) System shall be pursuant to the regulations and rates as delineated in Part 3, Section 10 of the Special Access Guidebook.

For application in this guidebook, such regulations, rates and charges shall be interpreted to apply on a "per request, per line/trunk" basis.

211 SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, 211 Service described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

(N)

(N)

A. Description

211 Service (211) allows end users to reach the 211 service provider (customer) by dialing an abbreviated telephone number, two-one-one (2-1-1).

211 is an intelligent routing service that determines the central office serving the calling party, converts the 211 dialed digits to a Routing Telephone Number (RTN) and then uses the RTN to complete the call over the Public Switched Telephone Network (PSTN) to a call center designated by the 211 customer.

211 is an optional service that may be purchased only by information and referral providers as ordered in the FCC's Third Report and Order in CC Docket No. 92-105 (Released July 31, 2001).

211 is offered subject to availability of facilities and will be provided on a first-come, first-served basis.

B. Terms and Conditions

1. The Company and the customer will negotiate the due date(s) for 211. The customer must provide a copy of its letter notifying the Kansas Corporation Commission of its intention to serve its proposed service area(s) prior to the establishment of the due date(s). A minimum service period of one month applies to this service.
2. Typically there can be only one 211 customer for each stand-alone, host, or remote central office serving area (the "211 service area"). This assures that 211 calls from an end user located within a 211 service area can be routed to a unique 211 call center. Normally the Company will route calls based on the serving central office. If a central office serves one or more remote central offices or multiple states, the Company will route the 211 calls based on the originating NPA-NXX. The Company will default route calls to one of the customer's RTNs if the Company is unable to route based on the serving central office or originating NPA-NXX.
3. When establishing a call center, the customer is responsible for informing all local exchange service providers operating within the 211 service area of the establishment of such a call center.
4. Only calls originating within an operational 211 service area will be routed to a call center. End users dialing 211 outside operational 211 service areas will receive a recorded message that the call cannot be completed as dialed.
5. The 211 customer may designate only one Routing Telephone Number (RTN) per 211 service area but may designate different RTNs for different 211 service areas as described below. The RTN must be a toll-free 800 telephone number for central offices outside of the 211 call center's local service area.
 - If the customer utilizes more than one 211 RTN, it must designate the specific stand-alone, host or remote central office(s) to be served by each RTN.
 - Normally only one RTN can serve a stand-alone, host or remote central office serving area.
 - 211 calls are not permitted where local calling is restricted (e.g., prisons).

The Company will route 211 calls originating from end users on its local exchange network whether the end users purchase service directly from the Company or from another Local Exchange Carrier (LEC) reselling the Company's service.

SHARED USE SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Shared Use Service described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

(N)
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(N)**A. Descriptive Summary**

Shared Use Service is an arrangement which allows the business telephone exchange service of a customer, to be used by others, not otherwise permitted use of the customer's business service by this Guidebook. Shared Use Service is a means of furnishing telephone service, in those limited situations, for small line size accounts, where a separate business entity occupies the same premises as the customer. (See *Premises* as defined in Part 2, Section 1.) Shared Use Service will be allowed only where a customer's total exchange access lines at a premises is ten (10) or less. To facilitate the use of this service, a listing in the Company's Listing Information System is included as a part of the Shared Use Service arrangement.

B. Rules and Regulations

1. Unless otherwise specified, the following rules and regulations are in addition to those regulations set forth in Part 12, Section 1 (Listings) and 'Rules and Regulations of All Customer's Contracts' in Part 2, Section 2.
2. The customer must provide in writing to the Company authorization to establish Shared Use Service and any additional information required to establish Shared Use Service.
3. Upon written application by the customer, authorizing Shared Use Service on the customer's account, the Company will permit shared use of service on the customer's premises, provided the customer has no more than (10) exchange access lines. The shared user must be located at the same premises as the customer.
4. Shared Use Service may be permitted at off-premises locations, only when the customer occupies and utilizes the service at the off-premises location independent of the requested Shared Use Service. A customer's combined exchange access lines, at both the premises and off-premises locations may not be more than ten (10).
5. Shared Use Service is provided only with Individual Business Exchange Access Lines and Multi-Lines. This service is not provided in connection with such services as:
 - Flat Rate Trunks and Message Rate Hotel Motel Trunks,
 - Payphone Exchange Access Service,
 - Residence, or
 - Foreign Serving Office Service or Foreign Exchange Service.
6. The total charges for telephone service allocated by the customer to the shared users, shall not exceed in total the charges of the Company to the customer, as set forth in this section and Part 12, Section 1.
7. If the customer makes a charge for services unrelated to services provided by the Company, such service charges shall be shown separately on the bill provided to the shared user.
8. All requests for changes in service shall be initiated by the customer. The customer is responsible for payment of all charges incurred, regardless of whether such charges are associated with the customer's usage or that of any shared user(s). The customer acknowledges this responsibility upon making written application to the Company when authorizing Shared Use Service on their account.

AT&T KANSAS GUIDEBOOK

PART 8 - Miscellaneous Services
SECTION 8 - Other Miscellaneous Services

21st Revised Sheet 3
Replacing 20th Revised Sheet 3

BUSY-OUT ARRANGEMENT

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Busy-Out Arrangement described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>Service Connection Charge</u> ^{/2/}
Rotary Number Group ^{/1/}				
Control equipment at the central office.....	P89	\$979.00 ^{/2/}	\$10.00	\$12.00
Signaling channel	As specified in Part 3, Section 7 of the Special Access Guidebook, or Part 15, Section 2			
Change in point of break in rotary group.....		---	5.00	12.00

/1/ The Company reserves the right to limit the number of trunks or lines that can be busied out in any Electronic Switching System.

/2/ Includes the provision of two busy out arrangements over a separate signaling channel within a rotary number group.

NETWORK INTERFACE/DEMARCATON POINT

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Network Interface/Demarcation Point described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

(N)
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(N)**A. General**

1. All registered terminal equipment and systems, whether customer provided or Company provided will be connected to the telecommunications network through a Network Interface/Demarcation Point. This Network Interface/Demarcation Point will generally consist of a Company provided standard jack as specified in, or authorized by, the Federal Communications Commission's Registration Program and located within 12 inches of the protector or its equivalent.
2. The location of the demarcation point shall be located in a manner consistent with federal and state regulatory requirements. This location will be at each customer's premises, unless specified otherwise by the customer or building/land owner and agreed to by the Company.
3. Network Interface Jacks are provided as part of an Exchange, Intraexchange Channel Service, or WATS Access Line for Standard and Complex Services.
4. Upon request of the subscriber, landlord/property owner or its agent, the Company shall provide additional regulated network entrance facilities and/or demarcation arrangements in accordance with Part 2, Section 5, paragraph D. *Special Construction*. Each additional regulated network entrance facility will terminate in a demarcation arrangement located at a minimum point of entry within a specified designated telecommunications equipment space.

B. Charges

The time-sensitive charges stated below apply when a trip to the customer's premises is required to move a Network Interface or provide service on the Company's side of the Network Interface, as a result of a customer's request, for existing service. This includes, but is not limited to, the move of a Network Interface at an existing location or the move of a protector and aerial or buried drop.

	Nonrecurring Charge		
	Schedule I ^{/1/}	Schedule II ^{/2/}	Schedule III ^{/3/}
Initial 15 minutes or fraction thereof.....	\$26.65	\$33.30	\$40.00
Each additional 15 minutes or fraction thereof	13.30	16.65	20.00

/1/ Schedule I is applicable to work performed Monday through Friday, between 8:00 a.m. and 5:00 p.m.

/2/ Schedule II is applicable to work performed Monday through Friday at hours other than Schedule I and all day Saturday, for other than Company reasons.

/3/ Schedule III is applicable to work performed on Sundays and holidays, for other than Company reasons.

NIGHT NUMBER TERMINAL ARRANGEMENT^{/1,2/}

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Night Number Terminal Arrangement described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

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(N)

	<u>USOC</u>	<u>Monthly Charge</u>
Terminals, each ^{/3/}	NCB, NCBTN	\$2.60
Listing	NSH	^{/4/}

SPECIAL BILLING SERVICE NUMBERS

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Service Connection Charge</u>
Each group of 50 numbers or fraction thereof.....	BLN	\$3.50	\$19.25

/1/ Also applicable to non-lead numbers assigned to terminals in Electronic Switching Systems multiline hunt groups.

/2/ This arrangement is not provided in connection with WATS Service.

/3/ A Service Connection Charge of \$3.25 applies to each item of equipment provided.

/4/ Refer to Alternate Listings in Part 12 Section 1, for the appropriate rate.

TOLL DIVERSION - BATTERY REVERSAL

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Toll Diversion – Battery Reversal described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

(N)

(N)

A. Regulations

1. Toll Diversion using Central Office Battery Reversal provides the means to deny access to the Long Distance Telecommunications Network as well as operator services. This service may be provided on an individual line or trunk basis. It is available only where facilities permit and when the lines or trunks are served out of the same Central Office as the customer premises equipment.
2. Equipment located at the customer premises is required in conjunction with Central Office Battery Reversal. This equipment, when activated by the Central Office Battery Reversal, diverts or disposes of the toll call attempt, usually by diverting the call to the attendant. The customer premises equipment may be provided by the customer or authorized user.
3. This service is subject to equipment regulations as defined in this and other sections of the Guidebook. It prevents a station from dialing the Long Distance Network for all purposes including emergencies and directory assistance. These attempts will be diverted to either the attendant or to a recorded announcement depending upon the customer's system. The customer indemnifies and saves harmless the Company from any and all claims, losses or damages caused by this denial.

B. Rates

These rates and charges are in addition to the established monthly and nonrecurring charges applicable to services or equipment associated with Toll Diversion-Battery Reversal service.

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Service and Equipment Charge</u>
Battery Reversal, per line or trunk equipped	TDU	\$1.15	\$12.00

HOTEL-MOTEL TOLL TERMINAL TRUNKS

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Hotel-Motel Toll Terminal Trunks described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

(N)
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(N)

Special trunks to the Long Distance Message Telecommunications switchboards will be provided at rates and charges specified in Part 4 Section 2.

	<u>USOC</u>	<u>Monthly Rate</u>
Toll Terminal Trunk.....	TTT, TTTXA, TTTXB W7W, W7WXA, W7WXB, W7Y	Equivalent of the PBX Trunk rate applicable in the exchange in which the customer is located. ^{/1/}

/1/ Business Service Connection Charges apply to each equivalent PBX trunk as set forth in Part 3 Section 1.

SPECIAL HIGH VOLTAGE PROTECTION SERVICE AND EQUIPMENT

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Special High Voltage Protection Service and Equipment described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

(N)
|
(N)**A. General**

1. Company services provided on metallic facilities that extend to electric power generating, switching, and distributing locations may require special high voltage protection equipment to protect against the effects of Ground Potential Rise (GPR) and/or induction caused by faults in the customer's electric power system. The special protection equipment is designed to isolate or neutralize the fault-produced hazardous voltages. The protection objectives on Company services and facilities at these locations are as follows:
 - a. To minimize electrical hazards to personnel engaged in construction, operation and maintenance, or use of the telecommunications system.
 - b. To prevent electrical damage to telecommunications equipment and cable or wire facilities.
 - c. To provide the required service continuity and integrity of telecommunications transmission as specified by the customer.

B. Requirements for Special High Voltage Protection Equipment

1. Special high voltage protection equipment is required on the telephone facilities at the customer location under either of the following conditions:
 - a. When the fault-produced GPR and induction at the customer location is 1000 volts peak-asymmetrical (Vpk) or greater, or,
 - b. At the customer's option, when the fault-produced GPR and/or induction at the customer location is greater than 300 but less than 1000 Vpk.
2. Special protection equipment may also be required on the serving telephone facilities at the Company Central Office and on the right-of-way at remote drainage locations.

C. Responsibility of the Customer

1. The customer shall be responsible for providing to the Company, in writing, (Form SW6060A) the following technical information:
 - a. The technical data needed by the Company to determine the level of protection required at each location where service is requested. This data includes, but is not limited to, the GPR (in root-mean-square volts) under worst case single phase fault conditions, the ground grid area, impedance of the station ground grid to remote earth, X/R ratio of the power system at the worst case point of fault, the GPR profile, and fault current diagrams and maps of relevant power feed routes.
 - b. The Service Type, quantity, and projected forecast of each service requested at a given location, including those requested by contractors or any other temporary service needs, in accordance with the definitions given in paragraph E. following.
 - c. The Service Performance Objective Classification for each service requested in accordance with the definitions in paragraph F. following.

CHARTER NUMBER SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Charter Number Service described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

(N)

(N)

A. Description

Charter Number allows both Business and Residential customers to retain and port their current telephone number to another serving wire center within the same Rate Center when the customer either changes locations and/or changes types of service. Charter Number allows customers to maintain their existing telephone number eliminating the need to change telephone numbers. This service only provides for the porting of telephone numbers within the same Rate Center.

B. General Regulations

1. Charter Number Service is available to Local Exchange Access Line/Plexar®, DigiLine®, SmartTrunkSM, SelectData® and SelectVideo service customers.
2. Charter Number Service only provides porting of a working in service telephone number within the same Rate Center.
3. InterLATA porting is not allowed with this service. All numbers ported must be within the same area code (NPA) geographical boundaries.
4. No porting is allowed outside of Metropolitan Statistical Area's as described in FCC Tariff No. 73.
5. After an end user Customer's telephone number is ported using Charter Number Service, subsequent telephone numbers (i.e. Additional Lines) are assigned from the serving wire centers in which the main telephone number resides not from the original serving wire centers.
6. A ported number only functions from one location, dual service is not available.
7. Charter Number Service is available only where facilities and operating conditions permit.

C. Rates

	<u>USOC</u>	<u>Monthly</u>	<u>Nonrecurring Charge</u>	
			<u>Residence</u>	<u>Business</u>
Charter Number Service	PTLCN	\$0.00	\$20.00	\$20.00

TRAVEL AND TRANSPORTATION INFORMATION SERVICE - 511

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Travel and Transportation Information Service - 511 described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Description

511 Travel and Transportation Information Service (511) allows end users to reach the 511 service provider (customer) by dialing an abbreviated telephone number, five-one-one (5-1-1).

511 is an intelligent routing service that determines the central office serving the calling party, converts the 511 dialed digits to a Routing Telephone Number (RTN) and then uses the RTN to complete the call over the Public Switched Telephone Network (PSTN) to a call center designated by the 511 customer. (N)

511 is an optional service that may be purchased only by the Kansas Department of Transportation.

511 is offered subject to the availability of facilities.

B. Terms and Conditions

1. The Company and the customer will negotiate the due date(s) for 511. The customer must provide proof of its authorization to serve its proposed service area(s) prior to the establishment of the due date(s). A minimum service period of one month applies to this service.
2. Typically there can be only one 511 customer for each stand-alone, host, or remote central office serving area (the "511 service area"). This assures that 511 calls from an end user located within a 511 service area can be routed to a unique 511 call center. Normally the Company will route calls based on the serving central office. If a central office serves one or more remote central offices or multiple states, the Company will route the 511 calls based on the originating NPA-NXX. The Company will default route calls to one of the customer's RTNs if the Company is unable to route based on the serving central office or originating NPA-NXX.
3. When establishing a call center, the customer is responsible for informing all local exchange service providers operating within the 511 service area of the establishment of such a call center.
4. Only calls originating within an operational 511 service area will be routed to a call center. End users dialing 511 outside operational 511 service areas will receive a recorded message that the call cannot be completed as dialed.

811 SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, 811 Service described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

(N)

(N)

A. Description

811 Service is a three-digit abbreviated local dialing arrangement that allows local exchange end-users to reach the state One Call Notification systems providers (811 customers). 811 Service is used by the One Call Notification systems that provide advance notice of excavation activities to underground facility operators pursuant to Federal Communications Commission (FCC) Order 05-59 in CC Docket 92-105.

811 is a routing service that determines the central office serving the calling party, converts the dialed digits to a customer provided designated Routing Telephone Number (RTN) and routes the call over the public switched network utilizing Advanced Intelligent Network (AIN) platforms and features.

B. Terms and Conditions

1. The Company and the Customer will negotiate the implementation date for 811 service. 811 is offered subject to the availability of facilities.
2. There can be only one 811 Customer for each stand-alone, host, or remote central office NPA-NXX serving area. The Company will route calls based on the serving central office. If a central office serves multiple states, the call will be routed based on the originating NPA-NXX.
3. The customer must provide a toll-free number to the Company to ensure that toll charges are not incurred by the end-user.
4. 811 Service can be accessed only by end users who subscribe to the Company's local exchange service, and by end users who obtain service from a Competitive Local Exchange Carrier (CLEC) reselling the Company's local exchange service, who are served out of one of the Company's Central Offices.
5. 811 Service will not complete calls dialed using 0 + 811 or 1 + 811. 811 calls are not permitted where local calling is restricted.

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Long Distance Message Telecommunications Service and calling plans described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

(N)
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(N)

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

A. Method of Applying Rates

1. Determination of Rate Centers

Station-to-Station and Person-to-Person Long Distance Message Telecommunications Service rates are based upon the time of day that the call is made. Long Distance Telecommunications Conference Service rates between points (cities, towns, or localities) are based on the air line distance between rate centers. In general, each point is designated as a rate center; certain small towns or localities are assigned adjacent rate centers with which they are closely associated for communications purposes or by community of interest.

2. Vertical and Horizontal Coordinates

For the purpose of determining air line mileages vertical and horizontal grid lines have been established across the United States and Canada. The spacing between adjacent vertical grid lines and between horizontal grid lines represents a distance of one coordinate unit. This unit is the square root of 0.1, expressed in statute miles. A vertical (V) and a horizontal (H) coordinate is computed for each rate center from its latitude and longitude location by use of appropriate map-projection equations. A pair of V & H coordinates locates a rate center, for determining air line mileages, at a particular intersection of an established vertical grid line with an established horizontal grid line. The distance between any two rate centers is the air line mileage computed as explained in 3, following, with fractional miles being considered full miles.

3. Determination of Air Line Mileages

a. Long Distance Telecommunication Service

To determine the rate distance between any two rate centers, proceed as follows:

1. Obtain the "V" and "H" coordinates for each rate center.
2. Obtain the difference between the "V" coordinates of the two rate centers. Obtain the difference between the "H" coordinates.

Note: The difference is always obtained by subtracting the smaller coordinate from the larger coordinate.

3. Divide each of the differences obtained in 2. by three, rounding each quotient to the nearer integer.
4. Square these two integers and add the two squares.

If the sum of the squares is greater than 1777, divide the integers obtained in 3. by three and repeat step 4. Repeat this process until the sum of the squares obtained in 4. is less than 1778.

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS) ^{/1/}

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Wide Area Telecommunications Service (WATS) described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

(N)

(N)

A. Descriptions of Service

WATS provides customers with bulk billing for long distance calling. Outward WATS is for outgoing calls within the LATA. 800 Service (Inward WATS) enables customers to receive calls from throughout the LATA without the calling party being billed for a long distance call. WATS is furnished or made available by the Company over service components wholly within, or partly within and partly without the state of Kansas between intraLATA points within the state of Kansas.

B. General Regulations

1. Definitions -- In addition to the Definitions provided in Part 2, the following are used for this service.

Access Line

The term access line denotes the transmission path between a WATS termination and the point in a Company central office where access to the switched network is obtained for the purpose of completing WATS calls.

Demarcation Point

The point (referred to as Demarcation Point or Network Interface) of interconnection between the Company's facilities and the wiring at the subscriber's premises. The Demarcation Point will generally consist of wire or a jack (or equivalent) conforming to Subpart F of Part 68 of the Federal Communications Commission's Rules and Regulations. The Demarcation Point will be located within twelve inches of the protector, or absent a protector, within twelve inches of the entry point to the customer's premises. If conforming to the twelve inches is unrealistic or technically impossible, the Demarcation Point will be the most practicable minimum point of entry.

Upon request of the subscriber, landlord/property owner or its agent, the Company shall provide additional regulated network entrance facilities and/or demarcation arrangements in accordance with Part 2 Section 5, D. (Special Construction). Each additional regulated network entrance facility will terminate in a demarcation arrangement located at a minimum point of entry within a specified designated telecommunications equipment space.

Hunting Arrangement:

A grouping of 800 service access lines arranged for the completion of a given call or arranged for overflow to or from another access line or group of access lines.

Inward Wats (800 Service)

See 800 Service at conclusion of definitions.

Joint Provided WATS Service

An arrangement between the Company and an interexchange carrier (IXC). This arrangement provides end user billing of intraLATA WATS usage at the intraLATA WATS rates found in this Section. InterLATA usage will be billed at the rates of the IXC. If the calling scope of the WATS access line is limited to calling within the State of Kansas, the WATS access lines found in this Section will be used to provide the WATS service.

^{/1/} Effective December 31, 2021, 800 Services (WATS Services) are withdrawn for Residential customers.

COMMON LINE 800 SERVICE^{/1/} (INTRALATA)

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Common Line 800 Service (IntraLATA) service as described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted. (N)

A. Descriptive Summary

1. Common Line 800 Service provides 800 Service utilizing the 800 database of the Company. The 800 Service calls will be terminated over exchange the Company facilities provided by the Company. Termination to TeleBranch and Preferred Number Service is also permitted. Common Line 800 Service is not available for use with cellular telephone service, mobile telephone service or pay telephone service.
2. MaxiMizer 800 is the service mark of the Company under which the IntraLATA Common Line 800 Service will be provided to its business customers.
3. Southwestern Bell CUSTOM 8SM referred to herein as "CUSTOM 8" is the name under which the intraLATA Common Line 800 Service will be provided to business customers utilizing a tiered rate structure.

B. Regulations**1. Call Handling and Destination Features**

Call Handling and Destination Features are features that are available for use with Common Line 800 Service that utilizes the 800 database of the Company. The customer may subscribe to one or more of the features. These features include the following services:

- a. Originating Location Service: This feature will permit the customer to select territories from which they wish to receive calls based on the originating location of the call. All customers will receive this feature.
- b. Time of Day Service: This feature will permit the customer to have the terminating location of the 800 call vary based on the time of day the call is placed.
- c. Day of Week Service: This feature will permit the customer to have the terminating location of the 800 call vary based on the day of the week the call is placed.
- d. Traffic Allocation Service: This feature will permit the customer to have the 800 calls routed to multiple terminations based on a percentage of all 800 calls.
- e. Specific Day Routing Service: This feature will permit the customer to arrange the service so that the terminating location of the call is varied based on a specific day of the year. For example, calls placed on Christmas Day could be routed to a number different than the number that receives the calls on the other 364 days of the year.
- f. Multiple Carrier Service: This feature will permit the customer to have multiple carriers for the interLATA 800 Service calls. (8HFMC)

/1/ Effective December 31, 2021, Common Line 800 Service is withdrawn for residential customers.

PRIMARY RATE ISDN: SMARTTRUNK®

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Primary Rate ISDN - SMARTTRUNK described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

(N)

(N)

A. Descriptive Summary

Primary Rate ISDN: SmartTrunk (herein after referred to as SmartTrunk or SmartTrunk service)
Provides access to and from the Public Switched Telephone Network (PSTN) for Circuit Switched Voice (CSV) and Circuit Switched Data (CSD) communications. SmartTrunk is provided using Integrated Services Digital Network (ISDN) architecture. ISDN services available with SmartTrunk use Primary Rate Interface (PRI) technology. SmartTrunk employs a 1.544 Mbps facility typically divided into twenty-three B Channels and one D Channel. B Channels are used for voice and data communications while the D Channel provides out-of-band signaling.

SmartTrunk Serving Arrangement

One or more SmartTrunk Interfaces and/or Ports which are designed to function as a single service group for inbound and/or outbound calling. All SmartTrunk Interfaces/Ports in a single Serving Arrangement terminate in the same piece of Customer Premises Equipment (CPE).

B. General

All rates, charges, terms and conditions set forth herein provide for the furnishing of service where suitable facilities and equipment are available in the customer's serving office and do not create an obligation for the Company to construct such facilities or equipment especially for the provisioning of this service.

C. Service Components2 B Channel Transfer

Allows SmartTrunk to connect two calls, transfer the calls together and then release the parties from SmartTrunk where facilities allow.

Backup D Channel (BD-C)

Allows enhanced survivability of SmartTrunk links by providing automatic takeover for a failed D Channel where facilities allow.

Calling Line Identification (CLID)

Allows the number and name (where technically capable) of the calling party to be delivered to the called party as part of the called party set-up message. Blocked CLID will be delivered to certain qualifying customers as described in FCC Memorandum Opinion and Order, CC Docket No. 91-281, adopted January 4, 2002. Such customers must certify to the Company compliance with the waiver order's eligibility requirements.

Circular Hunt

A switch feature that dynamically points each new call attempt to the next idle B Channel following the last channel either to have accepted a call or the last channel to have attempted to place a call. Circular Hunt serves to evenly distribute traffic through all the B Channels in the trunk groups within the route list in a forward (ascending) circular fashion. Available where technical capabilities exist.

EXCHANGE ACCESS SERVICE

(N)

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, Paragraph 4, effective October 15, 2025, Business and Residence Network Access Lines, Trunks, Calling Plans and Services described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

**FOREIGN SERVING OFFICE AND EXTENSION SERVICE
FOREIGN EXCHANGE SERVICE**

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, Paragraph 4, effective October 15, 2025, Foreign Exchange Service described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Kansas Guidebook, Part 4, Section 3.

**COMPLETELINK 2.0
CUSTOM SAVER BIZ II 2.0
AT&T BUSINESS LOCAL CALLING
BUSINESS LOCAL CALLING ASSURANCE PACKAGE
EASY RATE**

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, Paragraph 4, effective October 15, 2025, Business and Residence Network Access Lines, Trunks and Calling Plans described in this section described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Kansas Guidebook, Part 4, Section 5.

(N)

DID/AIOD SERVICE

(N)

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, Paragraph 4, effective October 15, 2025, DID/AIOD Service described in this will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Kansas Guidebook, Part 6, Section 1.

AREAWIDE NETWORKING

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, Paragraph 4, effective October 15, 2025, Areawide Networking Service described in this Section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Kansas Guidebook, Part 6, Section 5.

**PUBLIC RESPONSE CALLING SERVICE
INTELLIGENT REDIRECT
POSITIVE ID
SELECTIVE CALL ACCEPTANCE**

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, Paragraph 4, effective October 15, 2025, Services described in this Section described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Kansas Guidebook, Part 6, Section 6.

NON-EMERGENCY 311 SERVICE

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, paragraph 4, effective October 15, 2025, Non-Emergency 311 Service described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Kansas Guidebook, Part 6, Section 9.

(N)

CUSTOM CALLING SERVICES

(N)

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, Paragraph 4, effective October 15, 2025, Custom Calling Services described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Kansas Guidebook, Part 7, Section 1.

ADVANCED CUSTOM CALLING SERVICES

- **CALLER ID**
- **CALL WAITING ID**
- **PERSONALIZED RING**
- **CALL TRANSFER DISCONNECT**
- **PREFERRED NUMBER SERVICE**

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, Paragraph 4, effective October 15, 2025, Services described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Kansas Guidebook, Part 7, Section 2.

COMPLEMENTARY NETWORK SERVICES

- **CUSTOMER ALERTING ENABLER**
- **STAR CODE ACCESS TO VOICE MAIL**

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, Paragraph 4, effective October 15, 2025, Services described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Kansas Guidebook, Part 7, Section 3.

(N)

**COMPLETE CHOICE ENHANCED
HOT LINE
EXCHANGE INTERCONNECTION SERVICE**

(N)

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, Paragraph 4, effective October 15, 2025, Services described in this section will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Kansas Guidebook, Part 7, Section 5.

(N)

**TOLL RESTRICTION
900 CALL RESTRICTION**

(N)

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, Paragraph 4, effective October 15, 2025, all Services described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Kansas Guidebook, Part 8, Section 2.

**UNIVERSAL EMERGENCY NUMBER SERVICE (911)
PRIVATE SWITCH 911 SERVICE
WIRELESS 911 (W911) SERVICE**

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, Paragraph 4, effective October 15, 2025, all Services described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Kansas Guidebook, Part 8, Section 3.

TELECOMMUNICATIONS SERVICE PRIORITY SYSTEM

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, Paragraph 4, effective October 15, 2025, Telecommunications Service Priority System Service described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Kansas Guidebook, Part 8, Section 5.

(N)

211 SERVICE

(N)

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, Paragraph 4, effective October 15, 2025, 211 Service described in this will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Kansas Guidebook, Part 8, Section 6.

SHARED USE SERVICE
BUSY-OUT ARRANGEMENT
NETWORK INTERFACE/DEMARCATIION POINT
NIGHT NUMBER TERMINAL EQUIPMENT
TOLL DIVERSION BATTERY REVERSAL
HOTEL-MOTEL TOLL TERMINAL TRUNKS
SPECIAL VOLTAGE PROTECTION SERVICE AND EQUIPMENT
CHARTER NUMBER SERVICE
TRAVEL AND TRANSPORTATION INFORMATION SERVICE -511
ABBREVIATED DIALING FOR ONE CALL CENTERS

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, Paragraph 4, effective October 15, 2025, all Services described in this section that can be purchased with a Business or Residence Network Access Line or Trunk will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Kansas Guidebook, Part 8, Section 8.

(N)

KS – PRIMARY RATES ISDN: SMARTTRUNK

Except as otherwise indicated for Wire Centers in Part 2, Section 2.B, Paragraph 4, effective October 15, 2025, ISDN PRIME SERVICE described in this will no longer be available for purchase by new or new accounts for existing customers. In addition, requests to move, add or physically change service arrangements will not be accepted.

For Service Descriptions and service types, see AT&T Kansas Guidebook, Part 17, Section 2